

DRAFT

Coordinated Transportation Plan

APPENDICES

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PREFACE

This document contains the appendices for the Coordinated Transportation Plan for the Mid-Region Council of Governments' area. The content of this document will be of interest to those individuals who desire more background regarding the information that was used to develop the coordinated transportation plan.

APPENDIX A

GLOSSARY

Glossary of Terms

Accessible

The extent to which facilities, including transit vehicles, are barrier-free and can be used by persons with disabilities (such as users of wheelchairs and other mobility devices). Accessible also refers to the act of making information available in alternative formats for persons who are visually impaired.

Administration on Aging (AoA)

The agency in the U.S. Department of Health and Human Services that oversees the implementation of the Older Americans Act, including senior nutrition programs, senior centers, and supportive services for elders.

Americans with Disabilities Act (ADA)

Passed by Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications, and public accommodations. Under this Act, transportation providers are obliged to ensure that their fixed-route vehicles (and key rail stations) are accessible to persons in wheelchairs. Public transit providers also must supplement their fixed-route services with ADA Complementary Paratransit Services for those persons unable to use fixed-route service due to their disability.

ADA Complementary Paratransit Service

Specialized demand-responsive service provided for people who cannot use fixed-route transit or rail service due to a disability, as established under the Americans with Disabilities Act. The service is considered “complementary” because it is provided, at a minimum, where and when the fixed-route service is provided to make the entire system usable by persons with disabilities.

Brokerage

A transportation brokerage provides a point of access for one or more sponsoring funding organizations and purchasers of transportation service. The broker also manages a complex service delivery network, assigning trips—either directly or indirectly (by way of service design)—to carriers.

Brokerages generally fall into three categories:

- (1) “Administrative” brokers, where all operational functions (including reservations, scheduling, and dispatching) are performed by the operations carriers; in this case, the broker establishes carrier service areas or otherwise controls the design so that

certain customers call certain carriers, such as if that carrier handles a specific trip type.

- (2) “Operational” brokers typically perform reservation and intake functions, usually the scheduling function, and in some cases, the dispatching function. Such a broker might schedule onto one or more dedicated fleets, and also assign other “unscheduled” trips to one or more non-dedicated providers. Operational brokers can be distinguished from “call-center managers” by the contractual relationships with operations contractors. Operational brokers contract with carriers. Call-center managers do not; in this arrangement, the same agency that contracts with the call center manager also contracts with the carriers.
- (3) “Partial or “hybrid” brokers are operational brokers that also operate a portion of the service.

Brokers might also perform or be responsible for additional functions more typically associated with funding agencies, such as eligibility determination, trip ticket/scrip sales management, carrier/service monitoring, and carrier invoice processing.

Capital Costs

The costs of long-term assets of a public transit system such as property, buildings, and vehicles.

Community Transportation Service

Specialized, demand-responsive services that are available to the general public, specific populations (e.g., older adults, persons with disabilities, and/or persons on limited income), and/or clients of sponsoring human service agencies. Community transportation services are typically categorized into two groups:

- (1) ADA complementary paratransit services or municipal-sponsored dial-a-ride services for the general public or for target populations mentioned above; and
- (2) Human service transportation programs

Consolidation

The process of restructuring transportation services to serve the same market with fewer service providers (and sometimes only one provider).

Coordination

A process through which two or more organizations cooperate to accomplish transportation objectives that benefit each participating organization, usually for the purpose of achieving greater cost-efficiencies in service provision through economies of scale, and/or eliminating or reducing duplication of services. Participating organizations are able to stretch their funding dollar in order to accommodate underserved demand and/or

expand service to address service gaps. Coordination models vary from quite simple to quite complex efforts. Some examples include joint purchasing, shared use of facilities, training or maintenance, co-mingling trips on common contracted carriers, brokerages, and consolidated transportation service providers.

Cost Efficiency

Cost efficiency for demand-responsive systems is usually measured in terms of average cost per trip, although it can also be measured in terms of cost per mile, and for Dedicated Service, cost per hour. The lower the cost per trip, the more cost efficient the system. Service Productivity, typically measured as average trips per hour, can serve as a surrogate measure for cost efficiency but is usually only for Dedicated Service.

Co-Mingling of Trips

Typically refers to clients of more than one agency sharing a single vehicle or ride-sharing of trips sponsored by different funding sources.

Cost sharing

A funding arrangement where more than one agency financially supports the direct provision of transportation or other supportive services.

Curb-to-Curb Service

A level of service for passenger assistance for **Demand-Responsive Service**, in which pick-ups and drop-offs are performed at the curbside or roadside nearest a passenger's origin and destination. Passenger assistance is not provided other than for actual boarding and alighting.

Dedicated Service

A transportation service in which the vehicles in operation are exclusively used to transport customers of the transportation program (or coordinated set of programs) during a specified period of time.

Demand-Responsive Service

A type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit/paratransit vehicles providing demand-response service often do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. These services usually, but not always, require advance reservations.

Deviated Fixed-Route Service

A hybrid of fixed-route and demand-response services. A bus or van passes along fixed stops and keeps to a timetable, but can deviate from its course between two stops to go to

a specific location for a pick-up or drop-off that is requested (typically in advance). In some systems, deviations may be requested by any rider; in other systems, only by specific populations (such as older adults or persons with disabilities). The area (and sometimes, times) allowed for deviations is often limited.

Dial-a-Ride Service

A name that is commonly used for demand-responsive service. It is most often used to describe a demand-responsive service that is available to the general public.

Door-to-Door Service

A form of demand-responsive service that includes passenger assistance between the vehicle and the door of his or her home or other destination. Door-to-door service provides a higher level of assistance than curb-to-curb service, yet not as much as door-through-door service, in which the driver actually provides assistance within the origin or destination. This term is sometimes used loosely as a synonym for demand-responsive service.

Federal Transit Administration (FTA)

A component of the U.S. Department of Transportation that regulates and provides funding to public transportation. The FTA provides financial assistance for capital and operating costs and also sponsors research, training, technical assistance, and demonstration programs.

Feeder Service

Includes fixed-route, flex-route, and/or demand-responsive service that provides service to/from stops on a trunk bus line or rail service. ADA complementary paratransit service might be used as feeder service for ADA paratransit trips.

Fixed-Route Transit Services

Transit services in which vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles. Entities that operate fixed-route public transit are obligated to also provide ADA complementary paratransit service.

Human Service Agencies (also called Social Service Agencies)

A public or private, nonprofit organization that provides services for essential needs, such as medical care, income support, housing, education, training, and public health. Human Service Agencies typically target populations such as older adults, person with disabilities, and/or individuals with limited incomes.

Job Access and Reverse Commute Program (JARC under FTA Section 5316)

A federal funding program for work-related transportation for low-income individuals, originally authorized in the TEA-21 transportation funding act, and reauthorized through SAFETEA-LU. The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low-income individuals to and from jobs, and to develop transportation services for residents of urban centers, rural areas, and suburban areas to suburban employment opportunities. Valid trip purposes not only include jobs themselves, but educational and/or training activities that directly lead to employment. SAFETEA-LU requires that the distribution of funds under Section 5316 be coordinated with the distribution of funds under Section 5310 and 5317 through a locally coordinated planning process.

Medicaid

A health care program for low-income and other medically needy persons, jointly funded by state and federal governments. The Medicaid program pays for transportation to non-emergency medical appointments if the recipient has no other means to travel to the appointment. In New Mexico, Medicaid-sponsored non-emergency medical transportation (NEMT) is accomplished through one of three Managed Care Organizations or, for Medicaid recipients who do not belong to an MCO, through the New Mexico Department of Human Services-Medical Assistance Division.

Managed Care Organizations (MCOs)

These are private for-profit health care organizations. In New Mexico, they include Presbyterian Health Plan, Molina Healthcare of New Mexico, and Lovelace Community Health Plan. Managed Care Organizations contract with the New Mexico Department of Human Services to provide medical care for Medicaid recipients. In some cases, this also includes transportation to and from the covered medical appointment. Managed Care Organizations contract with private carriers and/or brokers to arrange to manage their Medicaid NEMT services.

Metropolitan Planning Organizations (MPO)

The organizational entity designated by law with lead responsibility for developing transportation plans and programs for urbanized areas of 50,000 or more in population. Metropolitan Planning Organizations set coordination standards and manage processes for selecting projects to be funded through federal transportation programs. In the Albuquerque metropolitan area, the MPO is the Mid-Region Council of Governments.

MRCOG – The Mid-Region Council of Governments

The Mid-Region Council of Governments is one of seven economic development and planning districts in New Mexico. These districts are subdivisions of the state and are governed by a board of directors, which composed of representatives from their respective member governments. The MRCOG provides technical services for its member governments, which are located within Sandoval, Bernalillo, Valencia, and Torrance counties. The MRCOG is the metropolitan planning organization (MPO) for this region's

urban area and it is the regional planning organization (RPO) for the nonurbanized area of the region. The MRCOG is also responsible for the operations of the New Mexico Rail Runner Express (commuter train service).

New Freedom Program (under FTA Section 5317)

A new program under the SAFETEA-LU federal transportation funding act, New Freedom is intended to provide capital and operating funding for service and facility improvements that go beyond those required by the ADA in addressing transportation needs of persons with disabilities. The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing persons with disabilities seeking integration into the work force and full participation in society. Examples of new public transportation services beyond the ADA include spatial or temporal expansion of service beyond what is required, the provision of same-day service; door-through-door service; vehicles and equipment that accommodate larger mobility aids; feeder services; accessibility improvements at non-key stations; and travel training. Examples of new *alternatives* include purchasing of accessible vehicles for new accessible taxi, ridesharing and/or vanpooling programs; administration of new voucher programs; supporting new volunteer driver/aide programs; and supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

State of New Mexico Departments and/or Agencies that Sponsor Human Service Transportation

N.M. Department of Human Services- Medical Assistance Division

N.M. Commission for the Blind

N.M. Workforce Training & Development

N.M. Public Education Department—Division of Vocational Rehabilitation

N.M. Department of Human Services — Income Support Division

N.M. Department of Labor

N.M. Aging and Long-Term Services Department

N.M. Developmental Disabilities Planning Council

Non-Dedicated Service

This is a transportation service in which the vehicles in operation are **not** used exclusively to transport customers of a transportation program (or coordinated set of programs). The drivers and vehicles of non-dedicated services are free to transport other riders, e.g., from the general public or from other contracts. An example of non-dedicated service is taxis. Non-dedicated service can be used in conjunction with **Dedicated Service** to efficiently accommodate demand during peak periods and other situations where the use of additional dedicated vehicles might not be as cost efficient.

Older Americans Act (OAA)

Federal law establishing a network of services and programs for older people. This network provides supportive services, including transportation and nutrition services, and works

with public and private agencies that serve the needs of older individuals. Transportation funding available through the OAA is also known as Title IIIB funding.

Operating Assistance

Funding that helps support the day-to-day costs of operating or providing services; in transportation settings, this category often includes driver salaries and operating staff expense, as well as fuel, and other routine, ongoing costs of having and operating a transportation service.

Operating Costs

Non-capital costs associated with operating and maintaining a transit system, including labor, fuel, administration and maintenance.

Paratransit

Types of passenger transportation that are more flexible than conventional fixed-route transit and as such are able to meet a variety of more specialized transportation needs. Paratransit includes demand-response transportation services, shared-ride taxis, carpooling and vanpooling, jitney services and other service models. This term is most often used to refer to wheelchair-accessible, demand-response van service.

Productivity

A measure of the quantity of desired results produced per unit of resources applied. For **Demand-Response Services**, productivity is commonly measured as the average number of passenger trips per hour. Unfortunately, systems do not all define “passenger trips” and “hours” the same way. With some systems, passenger trips are defined as total (one-way) passenger-trips, including personal care assistants, companions, etc. In other systems, passenger trips include only trips made by program eligible passengers. As the denominator for the productivity calculation, most systems use “revenue vehicle hours” that the National Transit Database defines as the first pick-up to the last drop-off less breaks and not including deadheading to and from the vehicle storage facility.

Purchased Transportation

A specific transportation service provided to a public agency by a public or private transportation provider based on a written contract.

Ridesharing

The simultaneous use of a vehicle by two or more persons.

SAFETEA-LU

The current federal funding act for surface transportation programs (including federal transit programs), providing funds over a six-year period through FY 2009. SAFETEA-LU requires

that, as of FY 2007, projects funded with Section 5310, JARC and New Freedom Programs be derived from a Coordinated Public Transit-Human Services Transportation Plan.

Section 5307

The section of the Federal Transit Act that authorizes grants to public transit systems in urban areas. Funds authorized through Section 5307 are awarded to states to provide capital and operating assistance to transit systems in urban areas with populations between 50,000 and 200,000. Transit systems in urban areas with populations greater than 200,000 receive their funds directly from FTA. However, for these urban systems, operating assistance is not available.

Section 5309

The section of the Federal Transit Act that authorizes discretionary grants to public transit agencies for capital projects such as buses, bus facilities and rail projects.

Section 5310

See also **Transportation for Elderly Individuals and Individuals with Disabilities Program**. This section of the Federal Transit Act authorizes capital assistance to states for transportation programs that serve the elderly and persons with disabilities. States distribute Section 5310 funds to local operators in both rural and urban settings, who are either public or nonprofit organizations or the lead agencies in coordinated transportation programs.

Section 5311

The section of the Federal Transit Act that authorizes capital and operating assistance grants to public transit systems in areas with populations of less than 50,000.

Section 5316

The section of the Federal Transit Act that authorizes funding under the **Job Access and Reverse Commute Program**.

Section 5317

The section of the Federal Transit Act that authorizes funding under the **New Freedom Program**.

Subscription Service (also called Standing orders)

Recurring individual or group trips served on a “standing order” basis. This type of service is frequently used to transport human service agency clients to regular agency programs. Some systems set a minimum number of subscription trips per week. The common trait of subscription trips is that they go to and from the same origin and same destination at the

same time of day. This might include a daily work trip, a trip to a congregate meal site, or a regular Monday/Wednesday/Friday trip to a dialysis facility.

Temporary Aid to Needy Families (TANF)

Created by the 1996 welfare reform law, TANF is a program of block grants to states to help them meet the needs poor of families. It replaces AFDC, JOBS, Emergency Assistance and some other preceding federal welfare programs. Program funds are often used to pay for transportation, child care and other barriers to workforce participation.

Trip

A one-way movement of a person or vehicle between two points. Many transit statistics are based on “unlinked passenger trips,” which refer to individual one-way trips made by individual riders in individual vehicles. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination on a third vehicle and has to transfer to yet another vehicle to complete the journey home has made four unlinked passenger trips.

United We Ride

A federal interagency initiative that supports states and their localities in developing coordinated human service delivery systems. United We Ride provides state coordination grants, a transportation coordination and planning self-assessment tool, technical assistance, and other resources.

U.S. Department of Health and Human Services (U.S. HHS)

Funds a variety of human services transportation through the Administration on Aging (AoA), Head Start, Medicaid and other programs.

U.S. Department of Transportation (U.S. DOT)

The principal direct federal funding and regulating agency for transportation facilities and programs. Contains the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA).

Sources:

Community Transportation Association of America. "Public and Community Transportation Glossary." Available at [<http://www.ctaa.org/glossary/>].

Transportation Research Board. (2001). TCRP Report 101. *Toolkit for Rural Community Coordinated Transportation Services*. Available at [http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_101.pdf].

Transportation Research Board (2006) TCRP Project B-30: Optimal Split of Dedicated and Non-Dedicated Services for Demand-Responsive Paratransit; Interim Report.

United We Ride. "Frequently Asked Questions". Available at [http://www.unitedweride.gov/1_72_ENG_HTML.htm].

APPENDIX B

AGENCY INTERVIEW QUESTIONNAIRE

INTERVIEW QUESTIONS

Scheduled Interview Time: ___ on March ___, 2006

Contact information:

Name: _____
Title: _____
Organization: _____

Tel #: _____
E-mail: _____

-
1. Briefly describe the individuals for whom your organization directly provides or sponsors specialized transportation services. Are these transportation services for the general public or specific populations (e.g., seniors, ADA-certified customers, persons with disabilities, agency customers, e.g., Medicaid recipients)? Briefly describe.

2. Tell us about these services. (Are advance reservations needed? Is service on a shared-ride basis? Is service provided curb-to-curb, door-to-door or door-through-door? Are passenger aids or other assistance required? When is it provided?)

3. Are these transportation services for any trip purpose or are they limited to specific destination and/or trip purposes? Briefly describe.

4. Are your services provided statewide or provided only in the Albuquerque region? If statewide, but provided on a regional basis, please provide a map of the regions. If only for part or all of the Albuquerque region, please describe the general service or catchment area and provide a map.

5. Are trips taken random in nature (going to different locations on different days) or subscription in nature (going to the same place at the same time on the same days every week) or both? Briefly describe. If both, please estimate the split by percentage.

6. Do you: operate the service directly or contract for service delivery?
If you contract for service delivery, who do you contract with? If multiple vendors, how many?

If your organization contracts for service delivery, there are several follow-up questions, presented below, that will be discussed in more detail in the interview. However, please answer as many of these in advance as possible.

- a. When does the service provider contract expire? _____
- b. Is the contractual payment rate negotiated or pre-established by a state agency?

- c. What are the rates of payment and rate structure
(e.g., \$ _____ per trip and/or per mile) for:
Ambulatory service: _____
Wheelchair service: _____
- d. Are multiple vendors used, and if so, is the rate different or the same for all vendors (by type of service)? _____
- e. How often do the vendors invoice you? _____
- f. What, if any, service quality standards have been established for this service?

7. Who do the riders call to place trip requests? How far in advance of the trip must they call? Is same-day service offered? Is there a fare or co-payment? How much? Briefly describe:

8. In 2005 (or most recent year for which you have data), how many one-way passenger trips did you provide or sponsor?

9. What was the total (non-capital) operating cost of these trips? Operating expenses generally include administration, reservations, scheduling, dispatching, operations, and maintenance. Tell us what is included in your cost data. (Attach sheets as needed)

10. What was the 2005 annual total capital expenditures for this service? (Or the most recent year for which you have data.)

11. What funding source(s) was/were used for these transportation services? Please provide amounts for each funding source, and specify whether these are Federal, state, local, or private funding sources. For each fund source, please describe the criteria upon which funding is based and the reporting requirements.

a Funding Source: _____
Amount received (for FY 2005): _____
Eligible expenditures or basis for funding: _____
Reporting requirements (what needs to be reported and to whom?) _____

b Funding Source: _____
Amount received (for FY 2005): _____
Eligible expenditures or basis for funding: _____
Reporting requirements (what needs to be reported and to whom?) _____

c Funding Source: _____
Amount received (for FY 2005): _____
Eligible expenditures or basis for funding: _____
Reporting requirements (what needs to be reported and to whom?) _____

12a. **If you represent a human service agency**, does the total amount of funding cover the full cost of trips, or are some of the costs subsidized by other agencies? Examples of cross-subsidizing service include: (1) If your agency purchases bus tickets for clients, while the public transit provider(s) subsidize the balance of the cost. (2) If your clients are carried with clients from another agency, the full cost of the trip may be shared with more than one agency. (3) If the amount of funding is not adequate to cover the full cost of transportation and vendors "extend" the service available through the use of other subsidies, matching funds, or volunteers) Check the appropriate box:

☐ Our agency pays the full cost

☐ Other agencies funds a portion of the cost of the trips our clients take

If other agencies help to pay for the trips your clients take, please tell us which agencies and briefly describe how the trips are subsidized _____

12b. **If you represent a transit provider**, please identify (1) the annual number of trips that your agency subsidizes with general revenues vs. (2) the annual number of trips where the full trip cost is shared with other organizations (e.g., human service

agencies). Please identify the organization(s) and the portion of the total operating cost and/or the total capital cost that these other organizations provide.

13. Are your transportation services coordinated in anyway with any other transportation programs? For example: Do you share information on training curriculums, preventive maintenance programs, or operational policies with other agency transportation programs? Have you been involved with the CRRAFT system? Have you been involved in a joint purchase of software, vehicles, vehicle insurance, fuel, maintenance? Are any of the vehicles in your program shared with other agencies/programs? Do you allow (or encourage) trips from different programs to be shared, i.e., co-mingled on the same vehicle at the same time? Tell us what you do, or have tried, and how successful these efforts have been for your agency?

14. Are there any constraints related to the funding source (e.g., vendor payment/reporting requirements) that preclude opportunities to coordinate transportation services with other agencies/programs? Briefly describe.

15. Are there any other factors or obstacles (e.g., political, financial, operational) that have directly thwarted any coordination efforts in the past? Briefly describe.

16. If the Mid-Regional COG establishes a mechanism to coordinate public and human service agency transportation, would you be likely to purchase service through this mechanism, noting that (a) they might broker out trips to transportation vendors under contract to the MRCOG; (b) service quality standards would be established with your input, and (c) the region might not exactly match your region/service area? If no, what would need to happen before you would agree to utilize a coordinated system for your transportation program?

**Please fax or e-mail the completed questionnaires back to
Will Rodman, Nelson\Nygaard at**

Fax: 617-521-9409 E-Mail: wrodman@nelsonnygaard.com

Questions? You may also contact Will Rodman or his assistant Miriam Sorell at (617) 521-9404

APPENDIX C

SUMMARY OF EXISTING COMMUNITY TRANSPORTATION SERVICE PROVIDERS

Medicaid Programs

New Mexico Human Services Department,

Medical Assistance Division

General Description

Clientele served through this program includes persons who are Medicaid recipients through the fee-for service (non-managed care) aspect of the program. Transportation is limited for non-emergency medical purposes (consistent with federal regulations) through Medicaid enrolled providers of service.

Eligible persons are expected to access the least-costly method of transportation prior to contacting Medicaid providers. Clients make transportation arrangements directly with the provider, at least 24 hours in advance. Trips are both random and subscription in nature; it is estimated that 55 percent are random. Bus transportation is not currently an eligible expense, although staff is working to provide this benefit in the future.

Ridership, Funding, and Costs

Medicaid providers are reimbursed at a rate of \$1.46 per mile—this rate has not kept pace with the actual cost of gasoline and other related expenses. The maximum trip cost is \$200 for a one way trip. Mileage to clients can be reimbursed at a rate of 0.28 per mile.

All vendors are reimbursed at the same rate, and can bill daily. Providers must meet Public Regulation Commission (PRC) certification standards. The state serves as fiscal agent, and reimburses the vendors directly.

Over the past year in the four county service area (Bernalillo, Sandoval, Torrance and Valencia Counties), a total of 56,745 trips were provided, not including trips taken for which clients were directly reimbursed on a mileage basis. Vendors were reimbursed a total of \$1,601,952 for these trips. Statewide, over \$8 million was expended.¹ The federal Medicaid program covers 72 percent of this cost, which the State of New Mexico matches at a 28 percent ratio.

Coordination

Currently, the Medicaid program does not coordinate services with other agencies, although staff is interested in exploring the possibility of more cost-effective delivery of services. Depending on how such a project is structured, it may be necessary to seek a waiver, or to amend the State Plan (probably a simpler approach).

Federal policy stipulates that Medicaid transportation can not be provided if it can otherwise be provided for free or at a lesser cost; this policy may impede full coordination efforts. However, recent interpretation of federal policy also encourages the establishment

¹Presbyterian Health Plan was unable to provide us with their costs; however, the combined annual costs of N.M. MAD, Molina Healthcare of New Mexico, and Lovelace Community Health Plan (excluding its contract with Superior medical Transport) was \$7,994,149.

of brokerages that would result in cost sharing arrangements. The details of such arrangements would have to be further defined.

Lovelace Community Health Plan (LCHP)

General Description

Lovelace Community Health Plan provides services for Medicaid recipients through the managed care approach (New Mexico has both fee for services and managed care available). Transportation and other services are provided on a capitated rate basis, meaning that all services must be paid for within that rate established by Medicaid. LCHP is one of three such managed care organizations (MCOs) within the state, and accounts for about 26 percent of the total Managed Care Medicaid population. The largest of the three, Presbyterian, accounts for 49 percent and Molina 24 percent.

LCHP contracts with Superior Medical Transport (SMT) to provide administrative oversight of the transportation program, and to directly contract with the transportation vendors. Transportation is provided for medical trips, which may be emergency or non-emergency in nature; 24 hour notice is required for routine trips. These non-emergent trips are pre-approved, and SMT is required to validate that the trip occurred for an eligible purpose. SMT does not schedule the trips, but refers them to an appropriate service vendor. Emergent trips are reviewed retrospectively by SMT to ascertain the trips meet the “medical necessity” guidelines as defined by the New Mexico Administrative Code (NMAC).

Ridership, Funding, and Costs

LCHP has a contract with SMT to provide brokerage services. Additional costs are incurred for direct service delivery, on a per-mile basis. Medicaid will authorize only \$1.46 per mile; in recognition of higher costs, LCHP subsidizes its providers and has raised the rate to \$1.60. During 2005, \$3, 443,747 was spent on transportation, not including the contract with SMT. The number of non-emergent trips to members totaled 34,635 and covered 754,209 miles. However, this number does not include the escorts accompanying the member. Escorts cost the Health Plan \$305,129 in 2005.

Coordination

Currently, there is no coordination with other social service programs. The three MCOs and staff from the Human Services Department, however, have taken steps to ensure that reporting requirements (use of consistent codes) are coordinated. LCHP staff interviewed for this project would like to see enhanced coordination efforts with other programs, including the possible establishment of a centralized broker for scheduling and dispatching trips.

Molina Healthcare of New Mexico

General Description

In New Mexico, most Medicaid Non Emergency Medical Transportation (NEMT) is provided through three managed care organizations (MCOs), including Molina Healthcare of New Mexico. Molina has contracted with Integrated Transportation Management, Inc. (ITM), a for profit carrier, since 1997 to provide its members with demand responsive transportation to Medicaid covered medical or behavioral health examinations and treatment. Trips are provided throughout the state and up to 100 miles into neighboring states.

ITM manages a full spectrum of medically necessary transportation, lodging and meal requirements necessary to access covered medical or behavioral health services for members eligible through the Molina Salud Health Plan. Service is provided by subcontracted local and statewide commercial vendors as well as via reimbursement for mileage, meals, and sometimes lodging. Service is door-to-door and trips are commingled when possible. Attendants/escorts may be authorized to travel with and assist the member, if medically indicated. Other aid and assistance (oxygen, wheelchairs, etc.) are provided as indicated by the medical/physical condition of the member. Transportation requests require 48 hour advance notice and must be authorized by ITM prior to reservation; urgent requests are considered on a case by case basis. Approximately 80 to 90 percent of the trips are demand-responsive.

Ridership, Funding, and Costs

ITM receives a monthly capitation payment from Molina based on a per-member per-month calculation. ITM then pays for all operating expenses as described below, plus all trips for non emergency taxi, wheelchair-vans, non-emergency ambulance, out-of-state transportation including commercial air travel and member meal and mileage reimbursements. ITM is also responsible for the management and payment of emergency ground ambulance services. ITM received a total of \$2,643,322.17 in non-emergency capitation payments for the year 2005. With 9,712 trips provided on an annual basis, this works out to \$83.03 per trip.

Coordination

Molina does not currently participate in any coordination activities. There are many requirements for ITM and the subcontracted vendors that could limit coordination efforts. For instance, all subcontracted vendors must be registered Medicaid providers and have current and valid operating authorities issued by the NMPRC. They are per contract expected to adhere to all rules and regulations pertaining to the training and safety for personnel and vehicles as established by both Medicaid and the PRC. Also, ITM may only arrange services for Molina Salud members, although subcontracted vendors often do provide services to multiple programs. However, Molina staff did acknowledge that there is a dearth of transportation resources in the rural areas, and would be in favor of participating in coordination efforts that solve this issue.

Presbyterian Health Plan Salud Medical Care Organization

General Description

In New Mexico, most Medicaid NEMT trips are provided through three Managed Care Organizations (MCOs). The largest of the three is Presbyterian Health Plan (PHP) Salud. PHP has contracted with Safe Ride Services, Inc. (SRS), a for-profit carrier since 1987, to provide its members with demand responsive transportation to Medicaid covered medical or behavioral health examinations and treatment. Trips are provided throughout the state and up to 100 miles into neighboring states; trips must be reserved at least 24 hours in advance for trips within 65 miles of the client's home, and 48 hours in advance outside of this zone. Approximately 50 percent of trips are subscription, and same-day appointments may be made in cases of emergency. Attendants may ride as well in certain circumstances.

Requests for service come directly to SRS's call center in Phoenix, Arizona. SRS is contractually required to have a telephone abandon rate of less than 5 percent. The appropriate vehicle is then dispatched from one of the facilities.

Ridership, Funding, and Costs

In 2005, PHP provided 83,459 NEMT trips statewide, of which 41,770 emanated from the Albuquerque-Santa Fe region.

Up until 2005, SRS received payment based on a per (member) capita rate, regardless of how many of the members utilized its transportation services. In 2005, PHP and SRS negotiated a monthly fixed amount for the state-wide coordination of transportation, contingent on the membership enrollment ranging between 115,000 and 140,000 members (although only 6,000 to 8,000 members actually benefit from SRS's transportation services according to PHP staff estimates). The average monthly ridership for the state is 6,955 trips, with an average trip distance of 25 miles.

PHP's contract with SRS expires on June 30, 2007, although the "evergreen" contract can be extended upon mutual agreement from both parties, with the contract amount negotiated. In addition, Presbyterian Salud provides a quarterly performance bonus of \$100 per each Safe Ride driver and call-taker (who comes into contact with its members) for meeting certain service quality performance measures.

Coordination

PHP's goal for transportation is to use the most appropriate, least costly method to safely transport clients to their medically necessary appointments for covered services. Thus, SRS sometimes utilizes less costly alternative types of transportation. For example, in the four-county region, this might include ABQ RIDE (monthly bus passes), ABQ Mini-Ride, Greyhound bus (for long-distance trips), and mileage reimbursement, especially in areas far away from SRS facilities. These options are at the discretion of SRS or if approved by PHP's Medical Director. Note the number of trip that are served by alternative transportation resources reflects less than 1 percent of the total trips, according to PHP staff.

Note too that SRS has contracts with other healthcare providers to provide non-emergency medical transportation. The same vehicles and drivers are used for all contracts and rides

may be shared by clients from different programs (although due to the nature of the contract rate structure, it is unclear whether savings that could result from such co-mingling are passed along to the MCOs). Reservations are entered into one single scheduling database and trips are generated for various divisions to route and schedule using the most efficient means. They routinely do “relays” or transfers with other divisions to share the long distance trips so one driver is not pulled completely out of their service area and members transfer from one vehicle to another at a predetermined halfway or “relay” point.

State Agencies

New Mexico Commission for the Blind

General Description

The Commission for the Blind, with Department of Education funds under the Rehabilitation Act, reimburses their consumers (aged 14 years and over) and pays drivers, or authorizes customers to receive bus passes from the transit department. Trip purposes must be for transportation that is needed to get to educational or training opportunities that will directly lead to gainful employment. Such transportation might include bus fare or a monthly bus pass on ABQ RIDE or Mini Ride (formerly Sun Van), or mileage reimbursement in cases where a family member or neighbor might drive. Use of Mini Ride has its challenges, according to Commission for the Blind staff, as the requirement for advance requests, in combination with the 30 minute pick-up window and +/- 60 minute scheduling allowances (trip time negotiation) can result in offered solutions that do not match well with their consumers’ travel needs. As a result, private drivers are common, commanding rates of \$7.00 to \$9.00 per hour, plus mileage rates that range between \$0.25 and \$0.50 per mile. Taxi fares are also reimbursable.

Ridership, Funding, and Costs

The chart below provides information on the number of Division of Vocational Rehabilitation consumers served in each of the four counties of central New Mexico. Of those served, we have noted those consumers whose Individualized Plans for Employment (IPEs) include transportation services, and how much is spent on the transportation service.

County	Vocational Rehabilitation consumers served	Of served, consumers with transportation services in IPE	Total spent on IPE transportation services
Bernalillo	193	78	\$27,152.00
Sandoval	29	18	\$5,823.56
Torrance	4	3	\$0.00
Valencia	14	6	\$240.76

Coordination

In the four-county area, the most common destinations for these consumers include the University of New Mexico and Central New Mexico Community College, which has five different sites in the region, all in Bernalillo County. In Bernalillo County, where there are more transportation options, approximately 60 percent of the consumers who receive transportation assistance use ABQ RIDE, about 20 percent use Mini Ride, and about 20

percent use private drivers. Use of taxis and wheelchair van companies, such as Safe Ride, is less than 1 percent. Commission staff indicated that in the more rural counties, private drivers, and mileage reimbursement for family/neighbor drivers are the most prevalent.

The Governor's Office of Workforce Training & Development

General Description

Federal Department of Labor (U.S. DOL) funds are used to support job training activities in the State of New Mexico. These funds are funneled to four local boards, which directly contract for services such as counseling, training, career development activities, etc. The Mid-Region Council of Governments serves as the local board for central New Mexico.

Transportation services are provided primarily by paying for vouchers for use on public transit, or to reimburse clients for use of their private automobile. Some taxi service is provided. Criteria for use of the funds are set at the local level, but they are primarily used to support training and employment activities.

Coordination

Currently, coordination is limited because U.S. DOL regulations stipulate that funds can not duplicate services that already exist. The Job Access Program, funded with federal JARC funds, has approached U.S. DOL for matching funds but the regulation has prevented comingling of funds. The lack of transportation is a barrier to accessing jobs and training; the agency's recently completed strategic plan encourages stronger partnership with other transportation agencies. At the policy level, there is interest in pursuing opportunities for coordination if the regulatory constraint could be addressed.

The Department of Education—Division of Vocational Rehabilitation

General Description

Federal Department of Education funds are used to support two programs for persons with disabilities who are seeking employment: services funded through the Division of Vocational Rehabilitation (DVR), and the Whatever It Takes (WIT) Program, a five-year demonstration project that is slated to end on September 30, 2007.

DVR provides transportation support for persons with disabilities to attain their employment goals. Eligibility for the WIT program is somewhat broader but, overall, services provided through WIT cannot duplicate existing services. Eighty-five (85) percent of funds for transportation assistance are auto-related: eligible persons may receive a stipend to offset costs associated with running an auto, funds for car repairs, etc. The remaining 15 percent is used to purchase bus passes, or to arrange for transportation through about 15 separate contracts with vendors statewide for the WIT program.

Both programs are intended to serve persons with disabilities enrolled in either DVR or WIT programs with a goal of paid employment, job training, job seeking, job retention, or job placement. In general, the services provided by both programs are personalized and

individualized and also very fluid, because a participant's situation can change at any time, and the transportation arrangements would need to be revised accordingly. Trips may be either random or subscription in nature.

Services are not provided in-house; rather, they are provided by contract or purchase order through a number of independent vendors throughout the state, or through direct subsidy to the client. In some cases, a purchase order arrangement is set up to allow for direct payment to a vendor such as a taxi company, gas station, etc. Clients manage and direct their own transportation

Ridership, Funding, and Costs

For the DVR program, revenues consist of 78.7 percent federal funding through the U.S. Department of Education, which is matched (22.3 percent) with N.M. Department of Education funding. The WIT program, a five-year demonstration project, is funded entirely with federal DOE dollars.

Coordination

The federal act governing DVR stipulates that services be provided *according to consumer choice*. This means, that efforts are made to tailor a transportation program specific to a client's needs. The law also requires that other benefits be looked at and used first so that DVR funds are used to "fill the gaps." For example, a client may be able to use fixed-route or paratransit services to get to a job, but if the service is not available for the return trip, other arrangements would be made by DVR.

Job Access Program

New Mexico Human Services Department Income Support Division

New Mexico Department of Transportation Transit and Rail Bureau

General Description

This program provides job access transportation services for persons eligible for the Temporary Assistance to Needy Families (TANF) Program and their eligible dependents requiring transportation services to enable them to meet required work activities and participate in related support services. JARC participants' rides must be work-related.

The N.M. Human Services Department contracts with the N.M. Department of Transportation to provide the TANF transportation services. The program provided by the N.M. Department of Transportation is jointly funded with federal Job Access and Reverse Commute (JARC) funds and TANF funds. Originally, JARC funds were matched locally by both TANF and Department of Labor (DOL) dollars. More recently, availability for both TANF and DOL funds has been curtailed, and in order to keep the program operating, the N.M. Department of Transportation has also contributed some local state transportation funds for the required match, and has obtained limited Workforce Investment Act (WIA)

funds from the New Mexico Governor's Office of Workforce Training and Development (OWTD).

Federal regulations require that TANF funds may only be spent for services for TANF eligible and TANF recipients; The agreement between the N.M. Human Services Department and the N.M. Department Of Transportation requires services for TANF recipients; therefore, pre-authorization is required for TANF recipients needing transportation, and those rides are tracked to ensure proper use of the funds. WIA funds have similar restrictions. Other low-income persons may make use of the JARC funded portion of the program with income at or below 150 percent of the poverty level.

Types of services covered vary, and include the provision of demand-responsive van service and subsidies to clients who can use fixed-route services. Most trips (estimated at 75 percent of total) are subscription-based.

Ridership, Funding, and Costs

Financial and administrative oversight is provided through the N.M. Department of Transportation, Transit and Rail Bureau. The N.M. Department of Transportation has entered into a Joint Powers Agreement (JPA) with the respective funding entities (DOL, JARC, and TANF), and also contracts directly with 19 sub-grantees that directly deliver the services. The contract amount for each is negotiated on a yearly basis according to the availability of funding, and on the projected levels of service for each provider. Contracts are renewed annually.

Coordination

All contracts are centrally administered, and effort is taken among the project providers to avoid duplication of services. Fourteen of the nineteen JARC providers also provide Section 5311 Rural Public Transportation service, while five providers only provide JARC service. Collaboration between the N.M. Department of Transportation and the N.M. Human Services Department is evidenced through their joint funding, planning and oversight of the program. Currently, the federal requirement limiting the use of TANF and WIA funds prevents some coordination activities. Lack of funding is also a barrier to carrying out some activities that could promote coordination, such as driver training, etc. for those providers that only provide JARC services.

New Mexico Aging and Long-Term Services Department

General Description

The U.S. Department of Health and Human Services (Administration on Aging) funds are used to support numerous (a total of 65) programs throughout the state. Services are provided for seniors, defined in the Older Americans Act (OAA) as anyone aged 60 or older, except for members of Pueblos or Indian Tribes, which is defined as anyone aged 55 or older. There are no other restrictions or eligibility criteria for receiving OAA program funding (i.e. income or disability status).

These funds are supplemented with N.M. Aging & Long-Term Services Department funds, and local program income (such as donations.) Local recipients of funds may be counties, cities, or non-profit organizations assigned to carry out program activities.

The purpose of transportation programs is to provide access for seniors to senior centers for meals, socialization, and also other trips are provided for shopping, if seniors can't independently make these trips either by private auto or public transit.

Trips are usually provided in-house, the locally-based program owns its own vehicles, hires drivers, schedules and dispatches its own trips. Trips may be either subscription or random in nature, but are typically not on a schedule. Seniors call in to request a trip directly to the program staff.

Ridership, Funding, and Costs

During 2005, a total of 810,183 trips were provided statewide, and a total of \$3,780,512 was spent statewide for these trips, for an average cost of \$4.67 per trip. About 18.5 percent (\$699,314) of these program funds were federal dollars. These funds are all attributed to operating costs; no estimates were available for capital costs.

Coordination

In some cases, cross referrals are made to the Medicaid transportation programs, for trips that are medically-based. Federal law requires that funds used through the OAA be used for seniors, but this would not preclude coordination with other entities so long as a cost-sharing arrangement were in place. A major issue that might impede coordination, however, is the difficulty many frail seniors have with the quality of existing transit or paratransit services, such as having to wait long periods of time for a trip or on the vehicle itself.

City/County/Local

City of Albuquerque Department of Senior Affairs

General Description

The City of Albuquerque's Department of Senior Affairs provides weekday trips to seniors (over the age of 60) to meal sites, senior centers, Foster Grandparent volunteer sites, special events, and medical appointments, within the City of Albuquerque and Bernalillo County. Approximately 86 percent of the trips are subscription in nature; 14 percent are demand-responsive and may be reserved up to a week in advance with confirmation the day before the trip (same day service is rarely available). The suggested donation is \$2.50.

This service is provided with a fleet of 20 vehicles, including six that are accessible. The rest of the fleet consists of 15 passenger vans, minivans, and station wagons. This operation is based at the John Marshall Multi-Service Center at 1500 Walter SE. Drivers only work part time (up to 30 hours per week), which limits pick up and return times for clients; drivers must have a City Operator's permit and take the City's Defensive Driving classes in order to drive city vehicles. Drivers are unionized (AFSME) and are paid \$12.50 per hour.

Ridership, Funding, and Costs

In 2005, 91,451 trips were provided at a cost of \$653,800 – or \$7.15 per ride. These trips were funded by the Area Agency on Aging (with Older American Act Title III-B funding) and the City of Albuquerque, as well as Bernalillo County and the N.M. Aging and Long-Term Services Department, and donations, which totaled about \$12,000 in 2005.

Coordination

The Department of Senior Affairs coordinates with the Jewish Family Services Transportation Program. They have attempted to coordinate with other transportation providers, but find that there are barriers such as geographic boundaries and reporting requirements. The Department is interested in becoming a Medicaid NEMT provider, as many of the medical trips they provide are to Medicaid-covered services.

ABQ RIDE, Mini-Ride, and Job Access

General Description

There are three services offered by ABQ RIDE, which is a department of the City of Albuquerque:

1. Fixed bus route service under the ABQ RIDE brand. Although routes differ, service is generally provided Monday through Sunday, from 6 am to 10 pm throughout Albuquerque.
2. Mini-Ride (formerly Sun Van) is ABQ RIDE's' ADA complementary paratransit service. It provides demand response, curb-to-curb service for ADA paratransit-certified customers, during the same hours that ABQ RIDE provides service. Reservations may be placed between one and seven days in advance. Fares are \$2 each way.
3. Job Access provides curb-to-curb demand response service for low-income residents who cannot use the bus to get to their jobs or job training. Job Access trips must be to jobs, job training, or childcare, anywhere in Albuquerque, Rio Rancho, Corrales, town of Bernalillo, and most of Bernalillo County. Reservations may be made up to a week in advance and fares are \$0.75 each way.

ABQ RIDE operates the Mini-Ride and Job Access services directly, although Job Access additionally contracts out late-night and early-morning trips to the two local taxi companies. ADA paratransit trips and Job Access trips are co-mingled on ABQ RIDE's paratransit fleet.

The two local taxi companies under contract are Albuquerque Cab and Yellow/Checker. Job Access provides voucher lists to the taxi companies, who in turn provide them to the drivers. Requests for evening service come in through the ABQ RIDE call center, and a list is forwarded onto the taxi companies (the customer chooses the taxi), along with a randomly generated authorization number, which is then forwarded to the driver when the trip is dispatched.

Ridership, Funding, and Costs

ABQ RIDE provided a total of 187,603 trips for Mini-Ride and Job Access programs combined, with a combined operating budget of \$4,800,000 for the two programs. This averages \$25.59 per trip.

Coordination

ABQ RIDE wants to coordinate its services with other public transit operations and human service transportation programs in the four-county area. For example, public transit services in Valencia and Torrance Counties provide feeder service to ABQ RIDE. Past attempts at coordination with human service agency programs have met with some, though limited, success. Some examples of coordinated efforts for the Job Access program include shared training curriculums with TANF and low-income agencies, coordinated four-county transportation of TANF/low-income riders where possible, and production (with MRCOG) of maps of four-county transportation providers. In 2001, Job Access looked into coordinating services with Head Start; however, there was an issue with co-mingling customers with Head Start children, while the Job Access peak pullout coincided with Head Start travel times. Other potential limitations include legal and grant guidelines that govern Mini Ride and Job Access that might conflict with counterpart guidelines for other services.

Bernalillo County Parks and Recreation Department

General Description

Bernalillo County Parks and Recreation Department operates a door-to-door service to bring participating seniors to the seven county meal sites, and on occasional field trips. The services are provided Monday through Friday in the Albuquerque region, including the eastern mountains, south valley, and north valley. The seniors must let the Meal Site Manager know in advance that they need to be picked up. No passenger aides are provided and there is no fare or co-payment.

Ridership, Funding, and Costs

This service is paid for out of the Bernalillo County Parks and Recreation Department general fund; no reporting of ridership or service statistics is required to maintain the funding stream. Approximately \$6,625 is spent annually on fuel costs, but administrative costs are unknown and drivers are employed by the City of Albuquerque, not the County, so the total cost is unknown. With seven county meal sites each requiring one round trip each day, there are 70 “legs” per week, and it is estimated that approximately 50 seniors ride daily. Figuring in special events such as field trips, it is estimated that 1,000 trips are made per month, and 12,000 per year.

Coordination

While there have so far been no attempts at coordination, there are also no particular constraints related to funding or reporting that would limit coordination opportunities.

City of Belen Transportation

General Description

The City of Belen operates the Mid Rio Grande RSVP (Retired Seniors Volunteer Program) service for anyone in need of a ride within a three mile radius of Belen, and in Rio Communities, an unincorporated community east of Belen. Except in cases of emergency, 24 hour advance notice is required for the door to door service. Passenger aids and assistance are required from time to time. The van is equipped with a wheelchair lift and tie-downs, child protective seats are provided by individual riders. Trips can be for any purpose within the Belen city limits; approximately 50 percent of trips are subscription, on a set route that can deviate to pick people up on an as-needed basis. Service is operated and scheduled directly, and trips cost \$0.50 for ambulatory adults and \$0.25 for the elderly (60 and older) and disabled.

Ridership, Funding, and Costs

In calendar year 2005 the city of Belen provided 4,611 trips at a cost of \$42,962, or \$9.32 per trip. Funding is through a \$32,320 5311 grant that goes toward operating expenses, administrative expenses, vehicle insurance and some capital expenses; this does not cover salaries. The city of Belen provides an additional \$10,642.31 that goes toward administrative costs and operating costs, including drivers' salaries. For these funding sources, reports must be submitted to the N.M. Department of Transportation and to the City of Belen.

Coordination

This is the only transportation service operating out of the Belen area, although the Valencia County Senior Center provides service to senior citizens in the area. Los Lunas public transportation provides services to Belen residents involved in the JARC program. In the future, Belen is looking to add more routes that would serve a larger area in Belen, and possibly coordinate with Los Lunas on a mid-point drop off/pick up location between the cities. There might be financial constraints to further coordination as the Section 5311 funds are already not covering staff salaries.

Los Lunas Transit

General Description

Los Lunas Transit has been in operation for six years. Five vans are on the road Monday through Friday, 6am to 5pm, providing demand responsive services for the general public, including ADA certified customers. Two of the five vehicles are assigned to JARC service, but JARC and other trips are co-mingled on vehicles to maximize efficiency. The service is door-to-door with at least 24 hour (and up to seven days) advance reservation; care attendants ride free while passengers pay \$1 per trip. There is no restriction on trip purposes. Seventy-five percent of the trips are subscription.

Service is within Valencia County, which has a population of 79,000 (the Village of Los Lunas has a population of 12,000). Using JARC funds, the Village expanded service to pick-up riders throughout the County. With the exception of JARC trips they will not pick up

riders traveling within a three-mile radius of the Town of Belen; a one-van Section 5311 funded service in Belen makes those trips. Belen residents that are clients of Valencia Works (A welfare reform learning disabilities project) are transported to the Valencia Works site in Belen. Los Lunas Transit operated a trip into Albuquerque once a day for a couple of years and transported a few people, but that service has been eliminated.

Ridership, Funding, and Costs

In fiscal year 2005, Los Lunas Transit provided a total of 25,924 demand response route trips, of which 1,145 were JARC trips, 2,407 were TANF trips and the remaining 22,372 were Section 5311 trips. The combined operating and administrative expenses for these trips was \$414,248, or \$15.98 per trip. Funding comes from fare revenues, JARC funds and FTA Section 5311 funds. The state only has matching funds for JARC service through June 30, 2006; future projections regarding this development are underway.

Coordination

Los Lunas Transit cooperates with various other transportation organizations in the provision of service and would like to further coordination efforts. Some of the agencies plans include:

- Valencia County operates Senior Transportation to meal sites only, but Los Lunas Transit assists them for senior special events.
- Los Lunas Transit will bring riders to the Rail Runner station when commuter rail service begins.
- When smart card technology is fully implemented, Los Lunas will apply for certification to carry Medicaid riders.

Pueblo of Isleta

General Description

The 3,500 residents of the Pueblo of Isleta may use transportation programs and services sponsored by the Pueblo, including the Elderly Program (subject of this interview), Community Health Representatives (CHR), Recreation, and Social Services. Of these, CHR is the most extensive.

The Elderly Transportation Program provides door-through-door as well as assisted transportation, meaning assistance is provided at medical appointments, for shopping, or other activities as needed. The CHR program provides door-to-door services for medically related trips only, and advance reservations are required. Services are primarily provided within the Albuquerque metropolitan region, but are sometimes expanded beyond this basic service area. Trips are both random and subscription in nature.

Ridership, Funding, and Costs

The sources of funds used to support the senior transportation program are 1/3 federal (Older Americans Act), 1/3 State (Aging & Long-Term Services Department) and 1/3 local revenues generated from the Pueblo. Vehicles are all provided through the State. The Elderly Program has six vans. The Pueblo hires its own drivers. For the Elderly Program,

drivers frequently have other assignments as well, such as helping out in the kitchen, delivering meals, etc.

During 2005, the Elderly Program provided 3,824 one way trips

Coordination

The Pueblo transportation programs coordinate informally among each other; they may borrow each others' vehicles or drivers. They make referrals to each others' programs as well. While there is no centralized dispatch system, the potential to exists to set one up.

Currently there is little or no coordination with programs outside the Pueblo.

Rio Transit, City of Rio Rancho

General Description

Rio Transit (RT) operates a paratransit system serving seniors 55 years and older and individuals 18 years and older with ADA-certified disabilities. Riders must also be residents of Rio Rancho. The system is a shared ride, door-to-door program with subscription rides (about 55 percent) and random (45 percent), the latter of which must be reserved 48 hours to seven days in advance. Rides are offered to ambulatory individuals and those who use a wheelchair, scooter, walker, canes, and seeing-eye dogs. Trips are available for any purpose in the Rio Rancho area, and are limited to medical, education, or work purposes in Albuquerque, Placitas, Bernalillo, and Corrales. Fares are zone based, such that trips within Rio Rancho are \$2 each way and beyond Rio Rancho trips are \$4 each way.

Ridership, Funding, and Costs

Rio Transit provided 15,214 one-way trips in 2005 at a total cost of \$343,504, or \$22.58 per trip. Funding comes from the City of Rio Rancho general fund, as allocated in the city budget. In addition, FTA Section 5310 funds are received for the replacement of buses and dispatching equipment, with a \$245,920 federal contribution in 2005 supplemented by a \$61,481 local match; reports must be made to the federal government and to the local municipality for these funds. In addition, the service receives \$37,579 through general revenues.

Coordination

Rio Transit has attempted to work with Jewish Family Services, Catholic Community Services, the City of Albuquerque Department of Senior Affairs and ABQ RIDE, and the Bernalillo County Area Agency on Aging.

Sandoval County

General Description

Sandoval County operates a transportation service for the senior citizens and disabled adults within Sandoval County; a high percentage of trips go into the cities of Rio Rancho and Albuquerque, with just a few trips going to the Navajo Nation. This is primarily door-

to-door medical transport, although many trips are round trips out of the senior centers. Trips are prioritized based on greatest need, so medical appointments are high priority but trips might still be available for activities such as grocery shopping. There is a medical run from Cuba to Jemez and into the metropolitan area that was set up to address the high dialysis population and runs three times a week on a fixed route; the rest of the trips vary from day to day though frequently going from the centers to clients' homes. Medical transport trips require a 48 hour advance notification, but there is no particular time frame for reserving trips to senior centers.

Ridership, Funding, and Costs

In 2005, Sandoval County sponsored 31,000 trips using funding from Title III-B (\$139,500), and from the county-supported senior program—the senior program has a budget of \$2 million, but it is not possible to break down exactly how much of this is spent on transportation. The Title III-B funding covers about \$4.50 per trip, but this is supplemented by significant additional funds from the county, and the driver wages are paid for out of a mixed funding source. For next year, Sandoval County will also be receiving \$1,101,448 from FTA Section 5311 funds. Using this they will be able to expand service to include rural service.

Coordination

Currently the only program for which there is coordination is Area Agency on Aging training. However, they are hoping that when the county receives the Section 5311 funding later this year it will be able to coordinate transportation services with other agencies. There might be some obstacles to coordination including a) the County can not bill for transporting Medicaid clients; b) The Older Americans Act has vehicle restrictions and c) the New Mexico Aging and Long-Term Services Department has rules that apply to purchasing vehicles; these might restrict the possibility of co-mingling trips. Many of these issues were discussed in the county's transportation coordination study, which resulted in specific recommendations on how to move forward.

Torrance County Project Office (TCPO) Transit

General Description

TCPO Transit operates the following services within a service area bounded by Torrance County. with connections to Albuquerque:

Fixed-route transit and commuter service

This service, which began in March 2006, is funded through an FTA Section 5311 grant and consists of two routes: (1) a north-south route that serves Willard, Estancia, and Moriarty, and (2) an east-west route that connects Moriarty and Edgewood with Albuquerque (at Central and Tramway where customers can access ABQ RIDE service). Commuter service, with express service to/from Albuquerque is operated on the first and last run of the day. This service is operated on weekdays only, between 5:30 am and 7:00 p.m.. These routes are currently operated with one 15-passenger accessible minibus and one 12-passenger non-accessible van, noting that an additional 15-passenger accessible vehicle is due in September 2006. Much of the ridership for this service comes from

Welfare to Work/TANF clients through Torrance Works and Work First Connection, with their (half) fares paid for through a Section 5316 Job Access/Reverse Commute Program. Indeed, the route structure of these two routes serves many training sites, job sites and educational sites. Previously, these trips were served on the demand-responsive system. TCPO Transit staff is also currently working with Youth Development Inc (YDI) to see whether this new fixed-route service, possibly augmented with travel training, might be able to serve the transportation needs of the YDI clients.

Demand-responsive service

This service, also operated on weekdays only, provides transportation for Medicaid Exempt clients, Maternal Child Health (MCH), as well as the general public (mostly seniors and persons with disabilities). Trip purposes are limited depending on the client. For example, Medicaid Exempt clients can be transported for approved medical, counseling, pharmacy or diagnostic services. Medicaid Exempt, MCH, and persons with disabilities are encouraged to schedule trips between 10 a.m. and 2 p.m. on Monday, Wednesday, and Friday, leaving Tuesday and Thursdays between 10 a.m. and 2 p.m. for seniors. The senior service connects senior centers with such common destinations as local medical clinics, grocery stores, pharmacies, and civic buildings. Demand responsive trips must be scheduled 24 hours in advance. Roughly 60 percent of the trips are subscription-based, although this is increasing. This service is operated with one 12-passenger non-accessible van, and sometimes with the accessible 15-passenger bus.

Ridership, Funding, and Costs

Torrance County provided a total of 1,898 trips with an annual budget of \$58,208. Much of the ridership for this service comes from Welfare to Work/TANF clients through Torrance Works and Work First Connection, with their (half) fares paid for through a Section 5316 Job Access/Reverse Commute Program.

Coordination

TCPO Transit is already co-mingling trips from various programs and is working closely with ABQ RIDE to coordinate connections and programs. There are no other public transportation services or JARC providers in the Torrance County area of service. TCPO Transit is also the only Medicaid exempt transportation service. Medicaid Salud transports are provided through Safe Ride, Superior Medical, and Victory Express. Torrance County vehicle and liability insurance is provided through the Association of Counties. TCPO Transit is open to further coordination in the future.

APPENDIX D

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Public Draft of Coordinated Transportation Plan

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